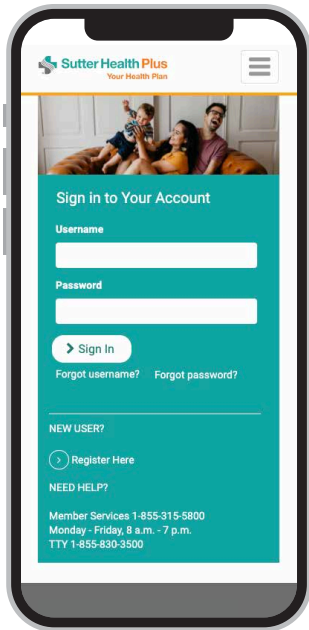


Managing Care and Coverage

Convenient Member Tools



Member Portal – shplus.org/memberportal

We offer a member portal for your convenience. After you register for the portal, you will have easy access from your smartphone, tablet or computer to:

- ✔ Change your PCP
- ✔ Request or print member ID cards
- ✔ Check your eligibility, benefits, copays, and claims information
- ✔ View, save and print a summary of individual and family deductibles and out-of-pocket balances
- ✔ Pay your individual and family plan premium through the Sutter Health Plus Online Payment Center
- ✔ Review your *Benefits and Coverage Matrix (BCM)*, *Evidence of Coverage and Disclosure Form (EOC)*, and *Summary of Benefits and Coverage (SBC)* for your medical plan and any of your optional benefits you or your employer elected
- ✔ Navigate to the Health and Wellness site
- ✔ Read and use Sutter Health Plus forms, resources and member newsletter
- ✔ View correspondence

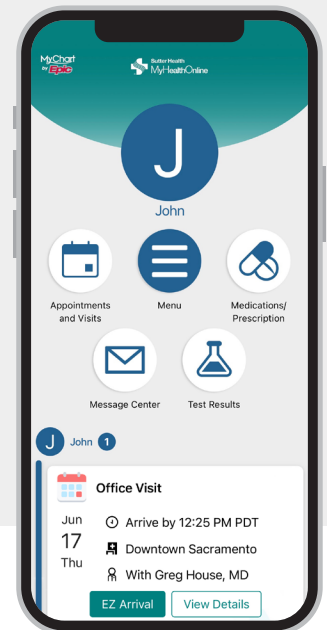
My Health Online – mho.sutterhealth.org

As a Sutter Health Plus member, you can enroll in MHO*, a convenient way to manage your health when and where you want. With MHO, it's easy to stay connected with your care team and have 24/7 access to your health information. You can:

- ✔ Book a video visit
- ✔ Email your care team
- ✔ Make an appointment
- ✔ Sign up for text reminders
- ✔ Sign up for Fast Pass
- ✔ Renew prescriptions
- ✔ View test results
- ✔ Update your health history
- ✔ Pay bills and your copays online
- ✔ Complete EZ arrival for contactless check-in
- ✔ View your hospital stay through Bedside Mobile
- ✔ Invite family or caregiver for proxy access
- ✔ Navigate to your Sutter Health Plus Member Portal

Care Companion-Healthy Pregnancy

If you are pregnant and seeing a maternity care provider who participates in MHO, you have access to a new interactive care plan called Care Companion-Healthy Pregnancy. This feature designed for low-risk pregnancies offers a personalized care plan that guides you through your pregnancy journey. For information, please visit sutterhealth.org/healthypregnancy.



* If your primary care physician does not participate in MHO, your functionality may be limited to viewing lab and test results from Sutter facilities, and scheduling Sutter Walk-In Care or video visits.

The My Health Online App is powered by MyChart® licensed from Epic Systems Corporation, ©1999–2022.